



## VOC Training and Interviews with DOE-AL

At the instigation of Betsy Janney and Ron Butters, the Quality Support Office recently conducted Voice of the Customer/Stakeholder Training with DOE-AL Budget and Finance customers (BRMD, AFSC, STTD, MRD, etc). Immediately following the training, BUS personnel interviewed their DOE counterparts. Customer comments have been compiled and sorted into themes, resulting in the importance/satisfaction survey now in progress. Results from the survey will be represented in an Opportunity Map and will provide the direction for future improvement opportunities. Jerry Hammond (BRMD) was particularly impressed with BUS' customer-focused approach. Mr. Hammond also commented on how BUS VOC efforts really speak to new Appendix F requirements to obtain customer feedback. This is the first effort in what should become a continuous process of listening to our stakeholders as well as customers. The categories of DOE customer comments are summarized in the fishbone diagram below.

**BUS Division Quality Support Office**